

**Request for Proposals**  
**for**  
**Workforce Investment Act Service Provision**  
**in**  
**Indiana Economic Growth Region 4**

**Services to be Delivered**

**July 1, 2012– June 30, 2014**

**RFP Issue Date: March 26, 2012**

**Important Dates:**

Mandatory Bidders Conference: Tuesday, April 3, 2012  
Mandatory Letter of Intent to Bid Due, Monday, April 9, 2012  
Additional Questions Due: Tuesday, April 10, 2012  
Proposal Due Date: Monday, Tuesday May 8, 2012 4:00 PM  
Organization Interviews: Week of May 14, 2012  
Board Approval: Week of May 21, 2012  
Award Announced: Week of May 21, 2012  
Contract Negotiations Begin: Week of May 29, 2012  
Contract Begins: July 1, 2012

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## **I. Background and General Information**

Tecumseh Area Partnership, Inc. (TAP) doing business as Region 4 Workforce Board (R4WB) is a 501(c)(3) organization serving as the Workforce Investment Board in Economic Growth Region 4 (EGR 4) and as such is responsible for the administration and oversight of employment and training services within the Region. EGR 4 is located in West Central Indiana and consists of Benton, Carroll, Cass, Clinton, Fountain, Howard, Miami, Montgomery, Tippecanoe, Tipton, Warren and White. The Region 4 website may be visited at <http://www.region4workforceboard.org>.

The Region 4 Workforce Board is issuing this Request for Proposals (RFP) to procure workforce development services to be provided in WorkOne Centers located in this region. The R4WB intends to be as inclusive as possible in this solicitation. The goal is to receive a wide variety of high quality, innovative proposals that meet the workforce development needs of the region. Traditionally, these services have been referenced as Adult, Dislocated Worker, and Youth services; however, as a result of an integrated system, the services being sought under this RFP differ in content and role as those services subcontracted in the past.

In the integrated service delivery model, all adult and youth customer services are delivered by functional teams that are comprised of individuals from a variety of funding streams and organizations. Team activities and workload are coordinated by a center manager known as the Regional Coordinator. The functional teams are as follows: Talent Assessment, Skills Development/ Career Awareness, Youth, Products and the Business Services. All staff performs his or her job tasks in a specific functional area. In this setting, neither job titles nor organizational boundaries are used to differentiate staff from one organization to another.

This integrated service strategy has been set by the R4WB and implemented by the Leadership Team. Continuous improvement is the responsibility of both the R4WB and Leadership Team. (See the glossary for the definition of Leadership Team.) Interested organizations are encouraged to go to the Region 4 website at [www.region4workforceboard.org](http://www.region4workforceboard.org) to read the EGR 4 integration plan in its entirety.

There are ten WorkOne Centers in Economic Growth Region 4, two full service centers and eight express. Full Service WorkOne Centers are located in Lafayette and Kokomo. The express sites are located in Covington, Crawfordsville, Delphi, Frankfort, Logansport, Monticello, Peru & Tipton. Organizations have the opportunity to bid on operating a WorkOne Center/s as developed through EGR 4's Integration plan. The following are the duties involved with running a center:

- Overall Center Management

- Coordination with partner organizations
- Oversight and coordination of services delivered by staff from Talent Assessment, Skills Development/Career Awareness, Products, Business Services and Youth Teams
- Marketing, outreach, and customer recruitment in coordination with the One Stop Operator
- Integrated service delivery for adults and dislocated workers at satellite locations known as access points
- Successful performance goals and outcomes
- Tracking and reporting
- Coordination with Management Information Team (MIT) staff to provide quality control for data gathered at Centers throughout the Region (MIT Staff may be part of an organization's management staff)
- Coordination of business services with the Business Services Manager who functionally supervises the business services team
- Active participation in the Regional Leadership Team.

## **II. Characteristics of Successful Bidder (s)**

The Board is seeking qualified entities to provide innovative high quality integrated services. Organizations making application must demonstrate experience and expertise in the characteristics listed below:

- Customer service oriented staff and leadership
- Achievement of performance related goals
- Data management and demonstrated data integrity
- Competent management with results driven vision
- Cooperative management and staff
- Collaboration with partners on projects and/or programs with successful shared results
- Ability to align staffing and leadership with Region 4 Workforce Board vision
- Flexibility and ability to adapt to change with minimal disruption in service
- Creativity

WIA mandates a service delivery flow based upon the use of core, intensive and training services. The Indiana Department of Workforce Development has further defined the service delivery via DWD policy 2010-13 and other policies that can be found at [www.dwd.in.gov](http://www.dwd.in.gov). However, there is discretion on how these service are delivered at the local level and the successful contractor will need to creatively and effectively manage the customer flow and provide a successful customer experience.

The resulting contract(s) with the successful bidder(s) will be for a two-year period, July 1, 2012 to June 30, 2014. Based on performance, the contract may be renewed one additional year, July 1, 2014 to June 30, 2015. The form of the contract will be cost-reimbursement.

By contracting with the R4WB, organizations that receive Workforce Investment Act Funds are acknowledging their role in the regional achievement of WIA/Common Measures. Each organization holds crucial pieces of the process which move the region to successful WIA/Common Measures performance. At contracting, each organization's performance targets by service area will be given and incorporated into the contract. It is expected that performance targets are met as outlined in the contract. Reports to the One Stop Operator are required.

The successful bidder(s) will provide services in all or a major portion of the office locations effective on or after July 1, 2012. Under the guidance of the One Stop Operator the successful bidder(s) must coordinate services and operations with partners in the WorkOne centers to ensure a smooth and seamless transition. The goal of the process is to serve customers continuously and effectively with the least possible disruption.

### **III. Rights and Assurances**

The R4WB reserves the right to reject portions or the entirety of any or all proposals received or to award, without discussions or clarifications, a contract on the basis of initial proposals received, if that is deemed to serve the best interests of the Board and Region 4. Further the R4WB reserves the right to conduct discussions, either oral or written, with those respondents determined to be reasonably viable candidates for award. If discussions are held, best and final offers may be requested. Successful bidder(s) may be asked to further negotiate their proposal before the R4WB will make any final commitment.

Therefore, each proposal should contain the respondent's best terms from a price and technical standpoint. The R4WB also reserves the right to reopen discussions after receipt of best and final offers if it is deemed to serve the best interests of the Board and Region 4.

This Request for Proposals is not in itself an offer of work nor does it commit the R4WB to fund any proposals submitted. The R4WB is not liable for any costs incurred in the preparation or research of proposals.

All commitments made by the R4WB are contingent upon the availability of funds and the R4WB reserves the right to award an amount less than the total funds available for bid contained in this RFP.

The R4WB assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws:

- Section 188 of the Workforce Investment Act of 1998 (WIA), which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either

citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participate in any WIA Title 1-financially assisted program or activity;

- Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the bases of race, color and national origin; Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination on the basis of age; and
- Title IX of the Education Amendment of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs. The R4WB also assures that it will comply with 29 CFR part 37 and all other regulations implementing the laws listed above. This assurance applies to the R4WB's operation of the WIA Title 1-financially assisted program or activity, and to all agreements the grant applicant makes to carry out the WIA Title 1-financially assisted program or activity. The R4WB understands that the United States has the right to seek judicial enforcement of the assurance. This WIA Title I funded program is an equal opportunity employer/program. Auxiliary aids and services will be made available upon request for individuals with disabilities. By submitting a bid all bidders are providing an assurance that they will comply with the above nondiscrimination and equal opportunity provisions.

The R4WB is exempt from federal, state and local taxes and will not be responsible for any taxes levied on the respondent resulting from the contract based on this RFP.

The specifications in this RFP may change based on issuance of State or Federal policy, SWIC, or WIA re-authorization. The Board will work with the successful bidder(s) to implement any changes required by the State or Department of Labor. By submitting a proposal, the bidder(s) agrees to work cooperatively with the R4WB to comply with subsequent changes.

By submitting a proposal the bidder certifies to his/her knowledge and belief that there is no conflict of interest (real or apparent) inherent in the bid or in delivering the plan of work if the R4WB awards a contract. A conflict of interest would arise if any individual involved in the preparation of this RFP, proposal review and rating or award decisions has a financial or other interest in or represents the bidding organization and would be likely to gain financially or personally from the award of a contract. The same would hold true for any member of the individual's family, partner, or an organization employing or about to employ any of the above as a direct result of the successful award of a contract under the RFP. The R4WB reserves the right to disqualify a bid should a conflict of interest be discovered during the solicitation process.

By submitting a proposal the bidder assures that it will provide additional services as requested under additional grants awarded to the West Central Indiana Regional Workforce Area.

The bidder(s) assures that if awarded a contract by the R4WB, it will comply with Regional, State and Federal program and financial regulations, policies and directives, as well as comply with any and all monitoring requirements.

#### **IV. RFP Process and Proposal Narrative**

**A. On March 26, 2012, the RFP will be released for bids. Below is a list of key deadlines and requirements related to the RFP:**

<b>Date</b>	<b>Time</b>	<b>Requirements of RFP Process</b>
Tuesday, April 3, 2012	1:00 pm Central Standard Time	Mandatory Bidders Conference @ TAP Admin Offices
Monday, April 9, 2012	4:00 pm Central Standard Time	Mandatory Letter of Intent Due
Tuesday, April 10, 2012	4:00 pm Central Standard Time	Last date to submit questions regarding this RFP. Questions will be accepted only if sent electronically, by fax, or mail to the contact person listed.
Tuesday, May 8, 2012	4:00 pm. Central Standard Time	Complete proposals submitted. This includes hard copy and electronic versions.
Week of May 14, 2012	To be Determined	Organization Interviews
Week of May 21, 2012	To be Determined	Board Approval & Public Announcement
Week of May 29, 2012	To be Determined	Contract Negotiations Begin
July 1, 2012	Contract Begins	Contract Begins

#### **B. Organization Overview**

##### **1. Organization Description, Characteristics, Qualifications, Performance**

**History:** *(Proposal Evaluation 20 points)*

- a) Organization overview including length of existence and legal status of your organization. Include as an exhibit a copy of your most recent business entity filing
- b) Vision and Mission
- c) Organizational strategic goals and current progress/results
- d) Programs currently offered and any other business activities you are engaged



- e) Governance structure
- f) Organizational Leadership
- g) Include as an exhibit, the bios of key organization leaders outlining expertise and experience in successful program management and leadership; include applicable qualifications and certifications
- h) Include as an exhibit a current org chart which clearly depicts lines of responsibility and authority
- i) Organization Characteristics & Qualifications:
  - Describe the strengths of the organization
  - Describe the organization's process & measurement for successful customer service

**C. Plan of Service** (Total proposal Evaluation 40 points – see subparts below)

**WIA Adult and Dislocated Worker Program Design Elements**

R4WIB is seeking successful programs that will include the following program design elements:

- Serve target jobseeker populations by proactively recruiting and training individuals who are historically underserved. This requires creative outreach efforts and community partnerships. R4WIB is seeking flexible and innovative solutions to serving targeted populations(as defined by funding sources) in obtaining employment with a path to self-sufficiency
- Focus on accountability for outcomes, specifically job placements that lead to self-sufficiency for jobseekers, retention after employment and significant average earnings
- Meet and exceed local WIA performance levels- All service components must be aligned with federal, state, and local performance requirements. Targets for performance measures are redefined annually by the federal and state government and by R4WIB. Contractors must demonstrate the ability for achieving and exceeding all measures and targets. For details on these performance measures, please refer to Attachment C.
- Focus on building a workforce development system that leverages the multiple organizations and funding streams that exist, both through partnerships and through tracking/reporting of outcomes. The selected provider will be lead coordinator of services in the WorkOne system. R4WIB seeks providers who will demonstrate ability to convene with education and job training partners and access the resources of all partners to ensure that the maximum number of people successfully enter and complete training in high-demand occupations.
- Provide a personalized and customized service approach for employers- R4WIB considers employers to be principal customers within the WorkOne centers and a pivotal partner to a well-functioning workforce development system. The respondent must provide assurance to work directly and in coordination with the R4WIB business consultants to serve employers.
- The goal under the WIA is to have improved youth programs linked to local labor market needs and community youth programs and services, with strong connections between academic and occupational learning. The Region 4 WIB is



committed to helping economically disadvantaged youth be successful in school, access job training and higher education opportunities, and gain the knowledge and skills required to enter high-wage career pathways. The Region 4 Youth Council's vision is for the region to have an effective youth service system which will improve high school graduation rates and assist disadvantaged youth discover careers offering growth opportunities ' and their mission is to improve the academic and workforce prospects for disconnected youth. Youth programs should also include activities that promote youth development and citizenship, such as leadership development through community service opportunities

- WIA requires programs must be designed to serve both low income in-school and out-of-school youth. WIA program requirements mandate that a minimum of 30% of all WIA Youth program expenditures must be spent on providing services to out-of-school youth. Bidding organizations should keep this requirement in mind to ensure that the proposed program provides for services to both in-school and out-of-school youth as appropriate. It is expected Youth programs will operate in the WorkOne offices, however in-school programs such as JAG, would operate in the respective schools.

**1. *Operation and Services of Centers*** (Proposal Evaluation 10 points)

- a) Identify the counties on which you are bidding
- b) Describe how your organization is uniquely positioned to serve each of the communities listed above.
- c) Describe how your organization will assume the responsibility of implementing and overseeing center/centers. This includes performance, facilities management, policy, procedures, flow, work culture, security, and staffing.
- d) Describe how your organization will functionally supervise staff from different organizations. How will you integrate with the formal supervisors from various providers?
- e) Describe how customer feedback will be collected and used to make continuous improvements to services.
- f) Describe how you will coordinate marketing and outreach services with the One Stop Operator.
- g) Discuss your organizations most recent data monitoring report.
- h) Describe your strategy for Adult, Dislocated Worker and Youth performance to meet and exceed performance goals and be in the top quartile of all regions in the state. Complete Attachments C & D.

**2. *Adult, Dislocated Worker and Youth Service Delivery and Performance***

**History:** (Proposal Evaluation– 30 points)

- a) Describe your experience serving adult and dislocated workers seeking assistance with workforce development needs such as employment assistance and/or training
- b) Outline adult and dislocated worker workforce related programs operated during the last two years.
  - i. Provide brief program descriptions
  - ii. Provide overview of staff teams for delivery of service

- iii. Provide a customer flow design
- iv. Describe marketing, outreach, and customer recruitment strategies
- v. Describe monitoring and data management processes
- vi. Provide examples of your innovative services
- vii. Include an assurance that “real time” data entry will be made staff
- viii. Discuss your organizations most recent WIA/Common Measures performance. Were all performance measures met? If not, explain
- ix. Provide Funding amounts and sources
- c) Describe how you will recruit and serve youth in the following categories.
  - i. Youth who are in school but are at-risk of not successfully finishing high school;
  - ii. Youth who have dropped out of school (and have not yet earned a GED); and,
  - iii. Youth who are out of school having successfully completed high school, desire to participate in further learning activities, but lack the financial resources or guidance necessary to make this happen.
- d) Describe how your organization will provide the following services for youth to meet the purpose of the youth program as described above:
  - i. Eligibility determination
  - ii. Assessment of skills
  - iii. Plan of service known as Individual Service Strategy
  - iv. Case management
  - v. Counseling
  - vi. Post secondary education opportunities
  - vii. Linkages developed between academic and occupational training
  - viii. Preparation for unsubsidized employment opportunities
  - ix. Information about the local labor market, career and employment opportunities within the region.
- e) Describe the program design your organization will use that incorporates all elements as listed below.
  - i. Tutoring and instruction leading to secondary school completion, including dropout prevention activities;
  - ii. Alternative secondary school offerings;
  - iii. Summer employment opportunities, directly linked to academic and occupational learning activities;
  - iv. Paid or unpaid work experiences, including internships ;
  - v. Occupational skill training;
  - vi. Leadership development opportunities;
  - vii. Supportive services;
  - viii. Comprehensive guidance and counseling;
  - ix. Adult mentoring; and,
  - x. Follow up services for a minimum of 12 months.

Interested organizations should also note the R4WB Youth Council views strong community partnerships as instrumental to the success and sustainability of programs for at-risk and out-of-school youth. Proposals should therefore demonstrate comprehensive collaboration among local school districts, community colleges, community-based organizations, etc.

### **Jobs for America's Graduates (JAG) Program**

Jobs for America's Graduates (JAG) is a state-based national non-profit organization dedicated to preventing dropouts among young people who are most at-risk.

JAG Specialists, along with the school advisory team consider students' academic, personal, environmental, income and work-related barriers when determining whether a student is a good fit for the JAG program. Trained JAG Specialists teach students the 37 core employability competencies from the JAG National curriculum as well as provide individual attention and identify specific barriers to success.

For more additional information on the Job's for Americas Graduates program go to <http://www.jag.org/>

The Region 4 WB currently operates 3 in-school JAG programs and is seeking to have these programs continue as part of the in-school services. The current programs reside at Jefferson High School (Lafayette), Peru High School and Logansport High School.

- f) Describe how you will to incorporate the delivery of the JAG program into your in-school program.

### **Youth Internships**

As noted above, one required service elements that must be available to eligible youth are paid or unpaid work experiences, including internships. Region 4 WIB is a strong supporter of paid internships and, as such, will require selected youth providers to have the capacity and structure to support such internships.

- g) Describe the capacity to perform the following functions in support of paid internships for youth:
  - i. Must have the capability to place youth on a payroll system;
  - ii. Must have the ability to manage all payroll-related tax requirements and liabilities;
  - iii. Must have appropriate liability coverage to cover youth on internship assignments;
  - iv. Must have required worker's compensation coverage; and
  - v. Must have a quality assurance and program monitoring system to ensure that youth are paid for actual hours worked.

## Youth Performance

The Workforce Investment Act measures the success of WIA Youth program services based on a specific set of required performance measures.

- h) Describe how your programs will be designed to meet or exceed each of these Youth performance goals. If you have previously delivered Youth services, provide information on your past performance.

### Placement in Employment or Postsecondary Education 72%

*Of those who are not in post-secondary education, employment, or the military at the date of participation:*

Calculation: The number of youth who are in employment or the military or enrolled in postsecondary education and/or advance training/occupational skills training in the first quarter after the exit quarter *divided by* the number of youth who exit during the quarter

### Attainment of a Degree or Certificate 63%

*Of those enrolled in education (at the date of participation or at any point during the program):*

Calculation: The number of youth who attained a diploma, GED, or certificate by the end of the third quarter after the exit quarter *divided by* the number of youth who exit during the quarter

### Literacy and Numeracy Gains 28.7%

*Of those out-of-school youth who are basic skills deficient:*

Calculation: The number of youth who increase one or more educational functioning levels *divided by* the number of youth who completed one year in program plus the number of youth who exit.

## **D. Partnerships, Coordination & Integration:** (Proposal Evaluation- 5 points)

1. Partnerships:
  - a) Describe past success in developing effective working relationships with workforce development partner organizations. Include at a minimum, Vocational Rehabilitation, Adult Education, and Secondary & Post Secondary Education.
  - b) Provide a matrix by county demonstrating effective relationships you have currently in place and any other partners or organizations you plan future collaborations.
2. Coordination & Integration:
  - a) Describe how Leadership Team Members and organization staff will work in cooperation with the One Stop Operator to ensure coordinated management and integration of WorkOne service delivery.

- b) If your organization does not have experience with service integration and functional supervision, describe how you will accomplish this realignment. Include any required restructuring in your plan.

**E. Information Management & System Reporting:** (Proposal Evaluation - 5 pts.)

1. Describe the organization's experience, capacity, and expertise for handling data, documentation & quality technology based documentation and reporting.
2. Identify the individual(s) in your organization and their past experience for providing these services for the Region if designated by the One Stop Operator.
3. Describe how you will coordinate this work with the One Stop Operator & Master User.

**F. Management Plan** (Proposal Evaluation 5 points)

1. Include an organizational chart(s) that illustrates the structure of your staffing to be used in support of the proposed programs. The chart should display the management and administrative staff, as well. This chart should match the staffing sheet provided in the attachments and clearly display the number of staff planned for each location along with position titles. If your organization has multiple locations, please indicate which management positions are located within Region 4 and those located outside the Region.
2. Complete the staffing worksheet (attachment B-1) for all positions for which you are requesting funding. This may be provided as an Exhibit and as such does not count toward the page limit.
3. While staffing/hiring decisions will be the responsibility of the service provider, the proposal should identify the qualifications of all staff that will be involved in delivering services in Region 4.

**G. Transition Activities** (Proposal Evaluation 5 points)

1. Describe efforts that will be made to work cooperatively with the R4WB to ensure a smooth transition of customers, cases, and MIS in Economic Growth Region 4.
2. If you currently do not provide WIA services for Economic Growth Region 4, describe how you will work with the other service providers for an efficient transfer of files and customer caseloads.
3. Full transition and transfer of files may occur on or after July 1, 2012. Describe your plan for ensuring that services to clients will continue with little or no interruption during the transition. This description should specifically include a discussion of how services will be available in counties where your organization is not presently a service provider.
4. Describe how you will work with WIA providers to ensure a seamless coordinated transition.
5. How will transitioning impact staffing and hiring plans?
6. If you are an existing WIA provider, describe how you will assist in the transition of services in the event you are not funded by this project.

**H. Financial Management and Budget** (Proposal Evaluation 20 points)

**1. Financial Management**

- a. Bidders must maintain a financial management system that is auditable and in compliance with generally accepted accounting principles.

Financial records must be available for audit and monitoring purposes. Bidders should provide a brief description of the internal financial accounting and management system. Provide an explanation and samples of special reports you generate for your own management purposes or the purposes of your funding sources for the purpose of reporting and managing the funds you receive. Provide an assurance that you will participate, financially and operationally in regular reviews of your performance, including special report generation. Bidders should address the accountability of the organization in this section and provide one copy of the audit report for the most recent two years.

- b. Describe how funds will be managed to ensure that targeted expenditure levels are met but not exceeded within a reasonable cost per placement, and to ensure that these services remain available to clients throughout the program year.
- c. Has your organization had any questioned costs, disallowed costs, or compliance monitoring findings in the last three years? If so, submit documentation that these issues have been satisfactorily resolved. Provide copies of your WIA fiscal monitoring reports for the last two years, along with resolution letters to clarify.
- d. Contractors are responsible for the repayment of costs determined to be disallowed in accordance with applicable statutes, regulations, directives or mandates. Contractors must repay disallowed costs to the Board's Fiscal Agent within thirty (30) days of the final audit determination. Any disallowed costs must be repaid from local or unrestricted funds. If WIA costs you incurred in the West Central Indiana Region 4 were subsequently disallowed as a result of audit or monitoring, does your organization have the capability to repay these funds? From what source? Is your organization eligible for a fidelity bond?
- e. Current providers must identify any leases currently held for WorkOne locations and/or equipment.

## 2. Budget

- a. The bidder should complete PY'12 budget on the included Attachment B and Attachment B-1. **Do not deviate from the budget format provided or your submission will be disqualified from consideration.** If you propose to provide additional funding from your corporation to supplement the allocation, there is a place on the budget to provide that information. In your narrative you need to identify the source and any restrictions on the use of those funds. This information is required as a part of the proposal and must be included in the page of page numbering, but does not count toward the 30-page proposal limit.



For the purpose of this bid, the Board is interested in the planned amounts for management of service provider staff, overhead costs and the amount planned for direct client costs, as well as the plan by location and management cost centers. The higher the percentage of costs planned for WIA clients and the lower the percentage for administration/overhead costs the better.

### **Definitions for Attachment B**

Program Costs include all costs associated with service staff salaries, fringe benefits, rent, equipment, travel, staff training, supplies and all other non-client service costs.

Management Costs include all costs associated with management staffing within the region and located outside the region. These costs include salaries for Executive Director, President, or Chief Executive Officer; Controller or Accountant; MIS or Quality Control; Human Resources, Information Technology or Consultants who would fill those positions; and support staff to the previously mentioned positions, fringe benefits, rent, equipment, travel, staff training, supplies, accounting, audit, monitoring and all other management costs not associated with direct service to clients. No more than 10% of total budget is allowed for management overhead.

Direct Client Costs are those costs that directly benefit WIA clients. These costs are broken out by Adult, Dislocated Worker and Youth Programs. Such costs include supportive services, tuition, supplies, books, work experience wages, on the job training, and any other cost that directly benefits the WIA customer not included in the other definitions above.

One-page Budget Narrative should be attached that describes the allocation of funds amongst programs and the philosophy of the bidder with respect to minimizing overhead costs while maximizing client costs. The budget narrative should be used to clarify and annotate the budget. If corporate funding is proposed to supplement the allocation, identify the source and any limitations on how it can be spent. If applicable, state what your direct client expenditure ratio was for the past two completed program years. This information is required as a part of the proposal and must be included in the page of page numbering, but does not count toward the 30 page proposal limit.

## **I. Proposal Requirements**

- A. Letters of intent to bid on this proposal must be submitted by 4:00 Central Standard time on Monday, April 9, 2012..
- B. All proposals must be received no later than 4:00 Central Standard Time on Tuesday, May 8, 2012 in person or by mail or ground delivery to the address



indicated. Proposals received after that time will be rejected. The proposals must be received at the address noted in E, not postmarked by the deadline. Faxed proposals will be disqualified from submissions and will not be considered.

- C. Each respondent must submit one original (marked "Original") and five copies of your proposal on 8 1/2" x 11" white bond. You may single space your proposal but margins must be at least an inch and font size must be no less than 12. All copies should be submitted unfolded and unstapled. In addition to the hard copies, provide an electronic copy of the narrative and budget. The electronic version may be emailed to [rfeldhaus@tap.lafayette.in.us](mailto:rfeldhaus@tap.lafayette.in.us)
- D. Your response to the narrative section of the proposal is limited to no more than 30 pages with specific suggested maximum page limitations provided for each section. The total page limitation is firm and is imposed for the sake of the reviewers of your proposal. In the event your response to a specific section is less than the suggested maximum page limit, the remaining pages may be used in another section as long as the total page limitation for the proposal is not exceeded. This limitation does not include other sections of your proposal such as: Attachments, Exhibits, the one page budget narrative, organizational charts and partner letters and letters of agreement by partners. The entire proposal, including Attachments, Exhibits, one page budget narrative, organizational chart and letters must be numbered Page of Page and all included in the document.
- E. Proposals may be submitted "Return Receipt Requested." If hand delivered, the deliverer must have a prepared receipt for signature and time/date. Faxed or electronically transmitted proposals will not be accepted. The transmitting envelope will be clearly marked "proposal" and addressed as follows:

Attention: Roger Feldhaus, R4WB  
c/o Tecumseh Area Partnership, Inc. (TAP)  
976 Mezzanine Drive, Suite C  
Lafayette, IN 47905

- F. Assemble your proposal using the following order. Use this as a checklist to ensure the proper order. Failure to follow RFP instructions could result in rejection of your proposal.
- Cover Page (Attachment A) – Required as a part of the proposal and must be included in the page of page numbering, but does not count toward the 30 page proposal limit.
  - Table of Contents - Required as a part of the proposal and must be included in the page of page numbering.

- Proposal Narrative (IMPORTANT): **The proposal narrative must have the Table of Content headers and must repeat the question being responded to in each section consistent with the narrative in the RFP.**
- Exhibits – Exhibits are required as a part of the proposal and must be included in the page of page numbering, but they do not count toward the 30-page proposal limit.
  - Business Entity Filing
  - Current and Proposed Organizational Chart
  - Letters of References\* - Provide no **more than five letters** of references complete with address, voice, e-mail and fax each demonstrating one or more of the following characteristics:
    - a. Your ability to implement a project which produced intended outcomes while adhering to timeline.
    - b. Projects where partnerships were key to success.
    - c. Your ability to work within a program or project budget
    - d. Your organization's agility and flexibility

\* We will not accept letters from individuals on the Region 4 Workforce Board, Tecumseh Area Partnership Board and staff, the Local Elected Official Board, or Department of Workforce Development employees.

- Attachment B (budget) budget form need to be completed along with a one page budget narrative.
- Attachment B-1 (Staffing Sheet)
- Attachment C-WIA Adult & DW Planning & Performance Matrix
- Attachment D – WIA Youth Planning & Performance Matrix
- Attachment E-(Non-Collusion Affidavit)
- Attachment F- (Assurances and Certifications)
- Submit one copy of your audit report for most recent two years, separate from the proposal and should not be included in the page of page numbering. Do provide a separate Microsoft Compatible file containing this document.
- Submit a copy of your most recently filed IRS Tax filing (990 or other).
- Submit a copy of your most recent A-133 audit.
- If you are a current WIA provider submit one copy of your WIA performance report for the most recent two years, separate from proposal

and should not be included in the page of page numbering. Do provide a separate Microsoft Compatible file containing this document.

- If you are a current WIA provider submit one copy of your WIA data validation monitoring report for the most recent two years, separate from your proposal and should not be included in the page of page numbering. Do provide a separate Microsoft Compatible file containing this document.
- G. Questions regarding this RFP may be submitted in writing to be sent to Roger Feldhaus, Tecumseh Area Partnership, by email at [rfeldhaus@tap.lafayette.in.us](mailto:rfeldhaus@tap.lafayette.in.us) . All questions will be responded to, compiled and shared with all bidders who submitted letters of intent by May 9, 2012 and attended the bidders' conference on April 3, 2012. Questions will be accepted up to 4:00 Central Standard Time on April 10, 2012.
- H. Proposals will be reviewed and rated by a team comprised of individuals from, but not limited to, the Board, R4WB staff, DWD staff, or other independent reviewers. The R4WB will select the top proposals and may request those bidders to make a presentation to the Board. Contracting decisions will be the R4WB. An award decision is expected by May 28, 2012. Programs shall start July 1, 2012 with transition beginning immediately upon selection. The Board will not be responsible for any cost associated with the transition.

The proposal evaluation weights and page limits by section are specified in each section of the RFP. In the event your response to a specific section is less than the suggested maximum page limit, the remaining pages may be used in another section as long as the total page limitation is not exceeded. These weights and page limits are also listed below.

**20 points Organization Overview**

**40 points Plan of Service**

**5 points Partnership Coordination and Integration**

**5 points Information Management and System Reporting**

**5 points Management Plan**

**5 points Transition Activities**

**20 points Financial Management & Budget**

## PROPOSAL COVER SHEET – ATTACHMENT A

Organization's Legal Name			
Contact Person:			
Mailing Address			
Physical Address			
Telephone		Fax	
E-mail		Cell	
Federal ID #		Website	

# of years potential bidder has been in business under the corporate / business structure submitting the response to this request for proposal.

	Funding	PY 12	
Total Amount of Funds Requested /Committed	Administration	\$	
	WIA Adult Funds	\$	
	WIA Dis. Wkr. Funds	\$	
	WIA Youth Funds	\$	
	Total Funds Requested	\$	
	Other Funds Committed	\$	
	Total Requested/ Committed Funds	\$	
	Grand Total	\$	

Signature:	Printed Name:
Signature Board Chair:	Printed Name:

Check all applicable boxes:

For Profit Corporation		Sole Proprietorship	
Not-for-profit Corporation		Faith-Based Organization	
Partnership		State Agency	
Educational Institution		Labor Organization	
Business Association		Community Based Organization	
Other Public Agency (Specify)		Other	

## ATTACHMENT B

Proposing Organization Name:

PY'12 Proposed Operating Budget

Program Management	Adult	Dislocated Worker	In School Youth	Out of School Youth	Total
Wages					\$ -
Benefits					\$ -
Travel					\$ -
Supplies					\$ -
Equipment Rental					\$ -
Overhead/Occupancy					\$ -
Other/Detail included items					\$ -
<b>Total Program Management</b>	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Program Operations</b>					
Wages					\$ -
Benefits					\$ -
Travel					\$ -
Supplies					\$ -
Equipment Rental					\$ -
Overhead/Occupancy					\$ -
Other/Detail included items					\$ -
<b>Total Program Operations</b>	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Direct Client Services</b>					
ITAs					\$ -
Books/Supplies/Fees					\$ -
On the Job Training					\$ -
Work Experience/internships					\$ -
Supportive Services					\$ -
Other/Detail included items					\$ -
<b>Total Direct Client Services</b>	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Total Proposed Budget</b>	<b>Adult</b>	<b>Dislocated Worker</b>	<b>In School Youth</b>	<b>Out of School Youth</b>	<b>Total</b>
<b>Total Program Management</b>	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Total Program Operations</b>	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Total Direct Client Services</b>	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Totals</b>	\$ -	\$ -	\$ -	\$ -	\$ -

% by Budget Category
#DIV/0!
#DIV/0!
#DIV/0!
#DIV/0!

Region 4 Workforce Board  
PY 12 Proposed Budget for Service Provision

**Proposing Organization Name:**[illegible]

PM=Program Management Staff  
OP=Operations Staff

3/22/12  
CMA

## Attachment C

### WIA Adult and Dislocated Worker Planning Schedule

**Enter Organization Name** \_\_\_\_\_

#### Planned Adult and Dislocated Worker Enrollments & Exits by Quarter

	1st Quarter July – Sept 2012	2nd Quarter Oct – Dec 2012	3rd Quarter Jan – March 2013	4th Quarter Apr – June 2013	Total for Year
Planned WIA Adult Enrollments (beyond core services)					
Planned WIA Adult Exits					
Planned WIA Dislocated Worker Enrollments (beyond core services)					
Planned WIA Dislocated Worker Exits					

#### Performance Goals for Proposed Adult and Dislocated Worker Program

Performance Measures/Outcomes	Number of Adult or Dislocated Worker to Attain Outcome	Required Goals	Organizational Goals
Entered Employment (Adult)		65.5%	
Employment Retention (Adult)		83.0%	
Average Earnings (Adult)		\$13,900	
Entered Employment (Adult)		72.0%	
Employment Retention (DW)		90.0%	
Entered Employment (DW)		\$16,500	

**Please note:** these performance measures are negotiated on an annual basis and are therefore subject to change based on negotiations between the Indiana Department of Workforce Development and DOL. For more specific information on these measures, interested organizations are encouraged to review Training and Employment Guidance Letter No. 17-05 as issued by the US Department of Labor on February 17, 2006. This Guidance Letter provides significant detail on how these performance measures are calculated.



## ATTACHMENT D WIA Youth Planning Schedule

Enter Organization Name: \_\_\_\_\_

### Planned Youth Enrollments & Exits By Quarter

	1st Quarter July – Sept 2012	2nd Quarter Oct – Dec 2012	3rd Quarter Jan – March 2013	4th Quarter Apr – June 2013	Total for Year
Planned WIA Youth Enrollments (# of youth to begin receiving services)					
Planned WIA Youth Exits (# of youth to stop receiving services)					

### Performance Goals for Proposed Youth Program

Performance Measures/Outcomes	Number of Youth to Attain Outcome	Required Goals	Organizational Goals
Placement in Education or Employment		72%	
Attainment of Degree/Certificate		63%	
Literacy/Numeracy Gain		28.7%	

**Please note:** these performance measures are negotiated on an annual basis and are therefore subject to change based on negotiations between the Indiana Department of Workforce Development and DOL. For more specific information on these measures, interested organizations are encouraged to review Training and Employment Guidance Letter No. 17-05 as issued by the US Department of Labor on February 17, 2006. This Guidance Letter provides significant detail on how these performance measures are calculated.

## Attachment E

### Non-Collusion Affidavit

State of Indiana

County of \_\_\_\_\_

The respondent is hereby giving oath that it has not, in any way, directly or indirectly, entered into any arrangement or agreement with any other respondent or with any officer or employee of the West Central Indiana Workforce Board whereby it has paid or will pay to such other respondent or officer or employee any sum of money or anything of real value whatever; and has not, directly or indirectly, entered into any arrangement or agreement with any other respondent or respondents which tends to or does lessen or destroy free competition in the letting of the agreement sought for by the attached response; that no inducement of any form or character other than that which appears on the face of the response will be suggested, offered, paid, or delivered to any person whomsoever to influence the acceptance of the said response or awarding of the agreement, nor has this respondent any agreement or understanding of any kind whatsoever, with any person whomsoever, to pay, deliver to, or share with any other person in any way or manner any of the proceeds of the agreement sought by this response.

\_\_\_\_\_  
Signature of Authorized Representative

\_\_\_\_\_  
Print or Type Name

Subscribed and sworn to me this day \_\_\_\_ day of \_\_\_\_\_

\_\_\_\_\_  
Notary Public

County of

Commission Expiration Date

## Attachment F

### Assurances and Certifications

**The authorized representative agrees to comply with all applicable State and Federal laws and regulations governing the Workforce Investment Act, Workforce Investment Boards, Regional Workforce Boards and any other applicable laws and regulations.**

In addition, the authorized representative assures, certifies and understands that:

1. That it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws: Section 188 of the Workforce Investment Act of 1998; Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; The Age Discrimination Act of 1975, as amended; and Title IX of the Education Amendments of 1972, as amended. The Board also assures that it will comply with 29 CFR part 37 and all other regulations implementing the laws listed above. This assurance applies to the WIA Title I financially assisted program or activity, and to all agreements that the Board makes to carry out the WIA Title I financially assisted program or activity. This WIA Title I funded program is an equal opportunity employer / program. Auxiliary aids and services will be made available upon request for individuals with disabilities.
2. **The proposing organization has not been debarred or suspended or otherwise excluded from or ineligible for participation in federal assistance programs.**
3. The proposing organization possesses legal authority to offer the attached proposal.
4. A resolution, motion, or similar action has been duly adopted or passed as an official act of the organization's governing body authorizing the submission of this proposal.
5. A drug free workplace will be maintained in accordance with the State of Indiana requirements.

\_\_\_\_\_  
Signature of Authorized Representative

\_\_\_\_\_  
Print or Type Name

\_\_\_\_\_  
Date

## GLOSSARY OF TERMS

**Talent Assessment Team:** In this functional position, staff located in this area will be greeting our customers, determining their needs, and moving them into our WorkOne process. They will refer customers to the services provided by our Faith-based/Community-based partners they need outside our offices. The most important aspects of this position are making customers feel welcome and providing them the information/resources they need. They will also complete the TrackOne application. This position relies on a system of referrals both internally and externally. The customer will be referred to the Solutions Team before they leave the office. The meeting with a Solutions Team member must take place for the client to be enrolled as this is where they receive their first intensive service.

**Business Services Team:** Match job ready customers with jobs and work closely with Solutions Team and Business Services Representative

**Business Services Representative:** Connect business in Region 4 to WorkOne Centers.

**Common Measures:** Performance standards for adults, dislocated workers, and youth enrolled into any of the following programs: Wagner-Peyser, Workforce Investment Act, Veterans, and Trade Adjustment Act. These measures for adults and dislocated workers include placement into employment; job retention; and average wages. Measures for youth include placement into employment, military, or post secondary training; credential; average wages; and literacy and numeracy improvement. For more information on common measures please see the Department of Labor, Employment and Training website:

[http://www.doleta.gov/performance/guidance/tools\\_commonmeasures.cfm](http://www.doleta.gov/performance/guidance/tools_commonmeasures.cfm)

**Indiana Career Connect:** The State of Indiana's public labor exchange database. This database provides a comprehensive source of Indiana's job openings to assist job seekers in finding employment based on skills and experience and an extensive number of qualified job seekers for employers needing employees. The database can be found here: <https://www.indianacareerconnect.com/>

**In-School Youth:** Youth between the ages of 14 and 21 who are enrolled in secondary school, alternative school, or post secondary training at the time of enrollment into a Workforce Investment Act program.

**Leadership Team:** The members of the Leadership Team help implement the Integration Strategy developed by the R4WB.

**Older Youth:** Youth between the ages of 19 and 21 at the time of enrollment into a Workforce Investment Act program.

**Out-of-School Youth:** Youth between the ages of 14 and 21 who are not enrolled in any type of educational or training program at either the secondary or post secondary level at the time of enrollment into a Workforce Investment Act program.

**Product Box:** Variety of services including workshops, pre-vocational training, and counseling offered at the WorkOne Centers

**Regional Coordinator:** Oversees all day-to-day activities within the WorkOne office which has been assigned to them. They will work in coordination and in conjunction with the R4WB.

**Skills Development & Career Advancement Team:** Team staff members will review the QuickGuide pre-assessment results, work history, educational background, and all other skills the customer brings with them into the WorkOne. After reviewing all this information, the staff and customer will develop a schedule of activities to bring all of their skills together to increase the customer's employability. For those customers in need of training or skills development in order to become job ready, they will work more intensively to locate training resources and to determine eligibility for training funds from a variety of sources.

**Younger Youth:** Youth between the ages of 14 and 18 at the time of enrollment into a Workforce Investment Act program.